

### Amendments to the Abstract

**Please amend the abstract (page 47) as follows:**

#### ABSTRACT OF THE ~~DISCLOSURES~~ DISCLOSURE

A remote maintenance system has ~~+~~100 in which a center server ~~+~~120 that is located in a service center for performing maintenance of an electrical appliance ~~+~~102 and a home server ~~+~~101 that is located in ~~each~~ a house and monitors a status of the electrical appliance ~~+~~102 in the house which are connected via a communication network. ~~network 140, wherein (A) the~~ The home server ~~+~~101 includes an electrical appliance management unit ~~+~~108 that acquires a status value of the electrical appliance ~~+~~102, a communication unit ~~+~~105 that receives from the center server ~~+~~120 a failure model which is information defining a method of deriving a decision whether the electrical appliance ~~+~~102 ~~is~~ has failed or not from the status value, and a failure deciding unit ~~+~~106 that decides whether the electrical appliance is failed or not based on the acquired status value and the received failure model using qualitative reasoning. ~~The reasoning, and (B) the~~ center server ~~+~~120 includes a failure model updating unit ~~+~~127 that updates a failure model and ~~send~~ sends the updated failure model to the home server ~~+~~101 via a communication unit ~~+~~125.